

Alternative Dispute Resolution System

HOW TO SETTLE A DISPUTE

1 Nov 2021 ADR/TUTORIAL

HOW TO SETTLE A DISPUTE

STEP 1

- Once a user (Applicant) has created and sent a dispute, the Respondent will receive an email and SMS informing him to respond within 3 working days. The Respondent can then either settle or defend the dispute.
- It is imperative that the Respondent follow the directions provided in the email.
- A Respondent must create a profile on the ADR Access platform before he will be able to settle or defend the dispute.

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To Grant Grant	te.com> 11-AR8-00001-AP		^
ARB100000534-1.pdf ~			
Dear Grant Grant			
1. In terms of your agreement with APP 8 APP 8	a dispute has been lodged on the ADR ACCESS platform.		
2. For the details of the dispute please view the	attached Notice and Statement of Dispute (Form 1 ARB).		
3. You have 3 (three) working days to either set	tle or defend the allegations.		
 To respond you will have to complete the sign follow the instructions provided - https://www.adraccess.co.zd/dispute_response/ PQ8u1hWdDT2roN0ACIH3RcOrtEiccGGsNnRfekt 	nup process and log into the ADR ACCESS platform. Click on the l SalkDyHgmgT5kgQD9krsA0PdNf6XKYsUnAbNRL- HOgLZup8zPPGpKVgJ6eYagJxBciORGfd3YBaXTRSci_0y2rYPs0Zw9	ink below and	
Should you not respond within the time frame matter, evaluate the facts and make the approp	e provided the Registrar shall appoint a Chairperson (Arbitrator) to riate Award in the absence of your response.	hear the	
Said Award can then on application by the Ap of execution against your property and/or salary	plicant be made an order of Court which then can be used to app	ly for a warrant	
It is hence imperative for you to file a response	se to the dispute lodged against you.		
 To view the ADR ACCESS Platform rules guide on the navigation button RULES and then process 	ng the arbitration process please go to our website at <u>www.adrac</u> ad to view the rules applicable to your dispute.	cess.co.za, click	
9. Forward any enquiries immediately to support	madraccess.co.za and our Admin Team will assist upon receipt of	said enquiry.	*
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<u>STEP 2</u>

- Once the Respondent clicks on the sign-up link provided in the email, he will be diverted to a LOG IN and COMPLETE SIGN-UP page.
- First time Respondents will then proceed to click on <u>COMPLETE SIGN-UP</u> link on the bottom of the page. If the Respondent has a profile he will then proceed to log in as usual.
- It is imperative that the Respondent attentively read through the notification details provided.



<u>STEP 3</u>

- Once a Respondent clicks on the COMPLETE SIGN-UP button, he will be diverted to a page informing him that his sign-up was successful and that a temporary password to log in has been sent to his email address.
- The Respondent will also receive an SMS informing him that his sign-up was successful and that an email with the necessary directions has been sent to him.

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SOUTH AFRICAN ALTERNATIVE DISPUTE RESOLUTION	
	LOGIN
Respondent Sign Up Successful	
ADR Access Signup Successful	
NOTIFICATION	
Your temporary password has been sent to applicant10@adriest.co.za.	
Please follow the instructions provided to finalize your log in. Once logged in you will be able to settle or defend the allegations.	
Proceed to click on the LOG IN button and use your email address as your USERNAME and the temporary password to log in.	
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<u>STEP 4</u>

- The user will be provided a temporary password and link to complete the process.
- > It is imperative to follow the instructions provided in the email.

		ADR Access Signup Confirmation - Message (HTML)	
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To Gr	Twe 800 /11/00 224.2 ADR Access <system@landobyte.com> ADR Access Signup Confirmation</system@landobyte.com>		^
	ADR Access Signup Confirmation		•
	Dear Grant Grant 1. Your ADR ACCESS profile has successfully been created. 2. To reset your password click on the link below: https://www.adraccess.co.za/m/login.m 3. Proceed to log in using your email and the temporary password provided beloging to the directions provided to reset your password. 4. Temporary Password: IREA9ROTAPEYTA 5. Once you have reset your password you can log in and access your admin pologid in you will be requested to provide additional information to complete you 6. Once the requested information is completed you will then have to decide with not to setter of defend the disouff elid against you. Once decided please flows	ow. Once profile. wether or	
	directions provided. 7. Should you for any reason experience any problems with resetting your passi your enquiry to our help desk at <u>support@adraccess.co.za</u> . Kind Repards	word send	
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<u>STEP 5</u>

- The Respondent is recommended to copy the temporary password provided before clicking on the link in the email.
- Once the Respondent clicks on the link provided in the email, he will be taken to the ADR Access log in page.
- The Respondent must then fill in his email address and then paste in the temporary password. Once done the Respondent must click on the <u>LOG IN</u> button

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	SOUTH AFRICAN ALTERNATIVE DISPUTE RESOLUTION PLATFORM	teot.mv.aaasawood2

<u>STEP 6</u>

- > Once logged the Respondent will be taken to the Reset Password Page.
- The Respondent must then select a unique password unknown to others by following the directives provided.

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SOUTH AFRICAN ALTERNATIVE DISPUTE RESOLUTION	
NOTIFICATION	2021-11-02 22:52:58
four password has expired and must be reset before you can log in again.	
Please enter a new password to continue.	
Reset Password Enter new password	
Password *	
Password Rules: Muste be Cranaders or longer.	
Must contain at least one projectate character. Must contain at least one projectate character. Must contain at least one number. Passwords will expert after 3 norths. Passwords can only be re-used after 6 changes.	
Verify Password *	
Must contain at feasit one superscale of character. Must contain at least one number. Passwords will expire after 2 months. Passwords will expire after 2 months. Passwords can only be re-used after 6 changes. Verify Password *	
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<u>STEP 7</u>

> Once the password has been chosen the user will click on the **SUBMIT** button.

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The user will then receive an onscreen message that the password has successfully been reset.



<u>STEP 8</u>

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- > To log in the Respondent must then click on the **LOG IN** button.
- The Respondent will then be diverted to the ADR Access LOG IN Page. Once on the page the Respondent must then log in using his email address and new password.

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	ATIVE DISP	ADR ACCESS LOGIN	
	A REPRESENTED	By logging in you confirm that you have read and understand the <u>PRRACY</u> <u>POLICY</u> of ADR ACCESS and that you consent to the use, retention, dissementation, and processing of your personal information in accordance with said terms and conditions.	
		EMAIL ADDRESS	
	ACCESS S	applicant10@adrtest.co.za	
	NO.	PASSWORD	
	SOUTH AFRICAN		
	ALTERNATIVE DISPUTE RESOLUTION PLATFORM	LOGIN Exrol.my.password?	

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<u>STEP 9</u>

- Once logged in the user will be diverted to their profile page.
- Before a user is able to create a new dispute and/or defend or make a settlement offer on an existing dispute he will be requested to complete some additional information to finalize his profile.
- A link is provided to click on in the notification message. Click on link and complete the requested information. Once finalized the user must click on the <u>SAVE</u> button.

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NOTIFICATION							2021-11-02 22:58:1
Before you can proceed to a outstanding.	register a new dispute or settle or	defend an existing dispu	ite click in this link to complete	your personal informat	tion that is still		
							2021-11-02 22:58:1
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ADR Access - Gi	vur personal information will you be a	ible to register a new dispu	te or exercise the option to either	settle or defend and exis	sting dispute.	Sear	ch:
ADR Access - Gi	rant Grant	ible to register a new dispu	te or exercise the option to either pute Type	settle or defend and exis	sting dispute.	Sear Outcome Status	ch:
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ADR Access - Gi inow 100 v entries BND-2021-11-ARB-00001-AP inowing 1 to 1 of 1 entries	ur personal information will you be a rant Grant If Applicant Respondent APP 8 APP 8 Grant Grant	City Dist Sandton Cor	te or exercise the option to either pute Type II Chairperson mmercial Not Assigned Copyright © 202	settle or defend and exis T Dispute Status Active	sting dispute.	Sear Outcome Status N/A First	ch

STEP 10

- Once the Respondent clicks on the <u>SAVE</u> button, he will receive a notification message confirming that the information provided has been saved.
- The Respondent will then be prompted to click on the <u>BACK</u> or <u>DISPUTE</u> buttons to be diverted back to their profile page.

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The Individual Information has been saved.			2021-11-02 23:03:39 🛛 🗶
			2021-11-02 23:03:39
To defend or settle the matter, proceed to click on the BACK or	DISPUTE button above and then select the respective dispute.		
	Grant Grant		
First Name	Grant		
First Name			
First Name	Grant		
Pirst Name Surname	Grant		
First Name Surname ID Type *	Grant ID Number	~	
First Name Surname ID Type *	Grant ID Number Copyright © 2021	•	Сорональной вуте

<u>STEP 11</u>

- Once the Respondent clicks on the BACK or DISPUTE button, he will be diverted back to his profile page.
- > To settle or defend a dispute the Respondent does not require credits.
- To either settle or defend the dispute lodged against him the Respondent must then click on the specific dispute appearing on his list.

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								2021-11-02 23:06:
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ant Grant	Ł							
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Applicant	Respondent	↓† City ↓†	Dispute Type	Chairperson	1 Dispute Status	Response Status	0utcome Status	1 Initiated
APP 8 APP 8	Grant Grant	Sandton	Commercial	Not Assigned	Active	Not Received	N/A	2021-11-02 21:06:52
							First	Previous 1 Next
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							First	Previous 1 Next
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	w to create dispute ant Grant Applicant	w to create disputes. Click here to on rant Grant	w to create disputes. Click here to order credits. cant Grant Applicant :: Respondent :: City :: APP 8 APP 8 Grant Grant Sandton	w to create disputes. Click here to order credits. rant Grant Applicant II Respondent II City II Dispute Type APP 8 APP 8 Grant Grant Sandton Commercial	w to create disputes. Click here to order credits. Trant Grant Applicant II Respondent II City II Dispute Type II Chauperson APP 8 APP 8 Grant Grant Sanction Commercial Not Assigned	w to create disputes. Click here to order credits. crant Grant Applicant II Respondent II City II Dispute Type II Chairperson II Dispute Status APP 8 APP 8 Grant Grant Sandton Commercial Not Assigned Active	w to create disputes. Click here to order credits. Trant Grant Applicant II Respondent II City II Dispute Type II Chatrperson II Dispute Status II Response Status APP 8 APP 8 Grant Grant Sandton Commercial Not Assigned Active Not Received	w to create disputes. Click here to order credits. Trant Grant Se Applicant II Respondent II City II Dispute Type II Charperson II Dispute Status II Response Status II Cutcome Status App 8 App 8 Grant Grant Stanton Commercial Not Assigned Active Not Received N/A

<u>STEP 12</u>

- Once the Respondent clicks on the specific dispute link, he will be diverted to the dispute itself.
- It is once again imperative that the Respondent follows the details as set out in the notification.
- > The Respondent is now positioned to either settle or defend the dispute.

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				2021-11-02 23:12:39
To defend or settle the dispute click on either the State Defence or Offer Settlement	nt buttons.			
A decision to either defend or settle the dispute must be lodged within three (3) we	orking days			
Should you not respond within the time frame the ADR ACCESS Registrar will app	point Chairperson (Arbitrator) to hear the n	natter, evaluate the facts v	without your response and	
make the appropriate Award.				
Said Award can then on application by the Applicant be made an order of Court with	nich then can be used to apply for a warra	nt of execution against yo	our property and/or salary.	
3ND-2021-11-ARB-00001-AP				
DISPUTE APPLICANT INFORMATION RESPONDENT INFORMATION	DETAILS			
DISPUTE APPLICANT INFORMATION RESPONDENT INFORMATION	SND-2021-11-ARB	-00001-AP		
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DISPUTE APPLICANT INFORMATION RESPONDENT INFORMATION Applicant APP 8 APP 8 Respondent Grant Dispute Type Commercial	DETAILS SND-2021-11-ARB Copyright @ 20	-00001-AP 21		

<u>STEP 13</u>

- If the Respondent wishes to settle the dispute, he then clicks on the <u>OFFER</u> <u>SETTLEMENT</u> button.
- Once clicked on the Respondent will be diverted to the <u>CAPTURE THE</u> <u>DETAILS OF YOUR OFFER</u> page.
- The Respondent has an opportunity to provide the details of his offer and also add on specific terms and conditions thereto.
- To assist Respondent's, we have once again provided examples which can be viewed by clicking on the <u>CLICK HERE TO VIEW EXAMPLES</u> links.
- > Once completed the Respondent will then click on the **NEXT** button.

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SOUTH AFRICAN ALTERNATIVI DISPUTE RESOLUTION	Ξ	HOME	DISPUTES -	HEARINGS -	CREDITS -	0 credits
Offer of Settlement						
		Capture the details	of your offer			
Dispute	SND-2021-11-ARB-00001-AP					
Dispute Type	Commercial					
Applicant	APP 8 APP 8					
Respondent	Grant Grant			_		
Details of Offer of Settlement *	I admit lending the money			a.		
	Please provide detailed descrip chronolo	otion of Offer of Settlement. I igical order. In 200 words an Click here to view example	t must be clear, concise and d fewer.	n		
Terms and conditions of the Offer of Settlement *	Can pay it back in 5 installments	s of R2000 per month				
	Please provide detailed descrip concise and in c	tion of terms and conditions thronological order. In 200 w	or settlement. It must be clea ords and fewer.	и,		
		Click here to view example Copyright © :	2021			
Type here to search	e 🥶 💿 📼	🐖 💽 🔒 🛪			🌙 16°C Clear \land 🖼	// (小)) ENG 23:23 2021/11/02 - 砂

STEP 14

- After clicking on the NEXT button, the Respondent will be diverted to a page where he needs to confirm the offer tabled, provide consent that offer can be sent to the Applicant and accepts the terms. Conditions and rules of ADR Access.
- If happy the Respondent, then clicks on the <u>SEND RESPONSE</u> button.

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SOUTH AFRICAN ALTERNATIVE DISPUTE RESOLUTION	E	HOME	DISPUTES -	HEARINGS -	CREDITS -	0 credits
NOTFICATION By clicking on the SEND RESPONSE TO APPLICANT yr By clicking on the SEND RESPONSE TO APPLICANT yr By clicking on the SEND RESPONSE TO APPLICANT yr Please note that once the Offer of Settlement is sent it co Send Response to Applicant	ou confirm that the information as set ou confirm that you have given the cor ou confirm that you have read, unders annot be amended or edited.	out in the Offer of Settlem nsent that the Offer of Set tand and accept the rules	ent is correct. Itement can be sent to the Ap	oplicant. ADR ACCESS platform.		2021-11-03 06:29:36
		Send Response	to Applicant			
Dispute	SND-2021-11-ARB-00001-AP					
Dispute Type	Commercial					
Applicant	APP 8 APP 8					
Respondent	Grant Grant					
Response Type	Offer of Settlement	Copyright ©	2021			те
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<u>STEP 15</u>

- Once the Respondent clicks on the SEND RESPONSE button, he will be diverted to a page with an onscreen message confirming that the Offer of Settlement has been sent to the Applicant.
- The Applicant will receive an email and SMS informing him that an Offer of Settlement has been made and that he now has 3 days to either accept or reject the offer.

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SOUTH AFRICAN ALTERNATIVE DISPUTE RESOLUTION	HOME	DISPUTES -	HEARINGS -	CREDITS-	0 credits CRANT GRANT- DOCUMENTS	
The Offer of Settlement was successfully sent to the Applicant					2021-11-03 08:30:39	
					2021-11-03 08:30:39	
• The Applicant will be given three (3) working days to respond to your Offer of Settlement.						
You will be notified once the Applicant either accepts or rejects your offer.						
SND-2021-11-ARB-00001-AP	RESPONSE					
	SND-2021-11-ARE	3-00001-AP				
Applicant APP 8 APP 8 Respondent Grant Grant Dispute Type Commercial Reference SND-2021-11-ARB-00001-AP						
Copyright © 2021						
🔎 Type here to search 🛛 🖾 🧟 💌 🧮 📶 🕐 🛱 🔊				● 19*C Sunny へ 9回 派 中 ENG 08:30 2021/11/03 電		